NETWORK
200

301

302

303

304

100a

100b

100n

Fig. 1

100a

201

207

204

208

206

209

205

203

Fig. 2

Fig. 3A

Fig. 3B

Fig. 4A

New User
Old User → Intro Dialog —— OK → Ad User

EP4 User → Code Generator — OK → Box User

Fig. 7A

Any User → Update Check [7,7] → Update Nag [30,30] → Archive Page

Fig. 11

Nag Base   Last Nag   Current Day

0   4   9   12   15   18

Welcome to Eudora!

Eudora is now licensed in three ways; Sponsored Mode, Paid Mode, and Light Mode. Unless you change modes, Eudora will run in Sponsored Mode, meaning it will display ads.

We have done our best to present the ads in a way that respects the work you do in email. By allowing Eudora to display ads, you get the full power of Eudora for free and we can still pay our bills.

If you decide the ads are not for you, you can change modes. Paid Mode shows no ads. Current Eudora Pro 4.x users will be able to upgrade to Paid Mode for free. Other users will be able to pay a license fee to go to Paid Mode. At this stage in testing, the machinery for Paid Mode is not fully tested, and Paid Mode is unavailable. Light Mode also shows no ads, but has many fewer features.

To switch forms of Eudora, please use the "Payment & Registration" item in the Help menu. To learn more about the three modes, click on the "Tell Me More" button below.

[Tell me more]

[OK]

Fig. 4B

Fig. 5A

Fig. 5B

Would you like to register your copy of Eudora?

As a registered user of Eudora we won't nag you as often as we do. We'll also erect a giant statue in your image on the front lawn of our corporate headquarters (*).

How cool is that? C'mon... register! It's fun and easy!

(* Giant statue offer void on the planet Earth)

Maybe later

Take me to the registration page!

Fig. 5C

Thanks for choosing to register Eudora!

You'll next be walked through a few quick steps, as described below, before registration is complete:

• Eudora will open your web browser and take you to our registration page

• You'll fill in some simple registration information on the web site

• We'll then email a Eudora registration code back to you

• The next time you check mail, Eudora will automatically recognize this code and display a dialog box inviting you to confirm your registration information

• Ta da! You'll then become a registered user of Eudora... Thanks!

[Cancel]   [Continue]

Fig. 5D

Thanks for choosing to purchase Eudora!

You'll next be walked through a few quick steps, as described below, before your purchase is complete:

● Eudora will open your web browser and take you to our Payment & Registration page

● You'll be asked to provide your payment and registration information on the web site

● We'll then email a Eudora registration code back to you

● The next time you check mail, Eudora will automatically recognize this code and display a dialog box inviting you to confirm your registration information

● Ta-da! You'll then become a Paid mode user. Congratulations!
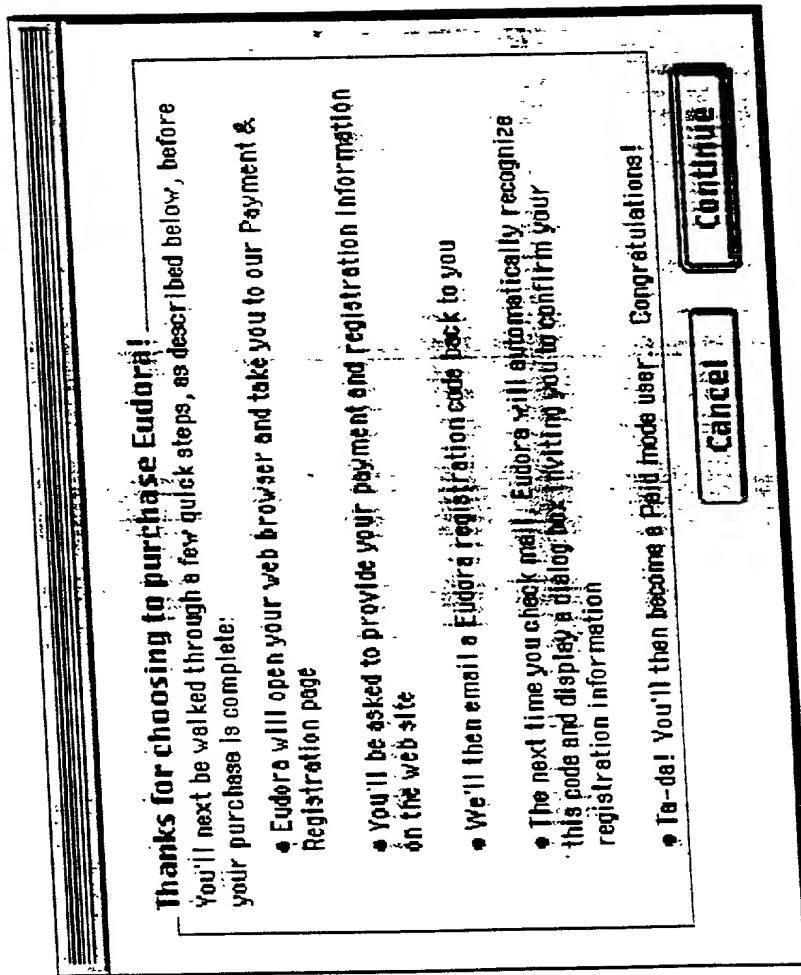
[Cancel]   [Continue]

Fig. 5E

Thank you for your registration!

To complete your registration, please enter the name you
under and your registration code below.

The exact name you registered under:

First Name: Last Name:

John   Manyjars

Your registration code:

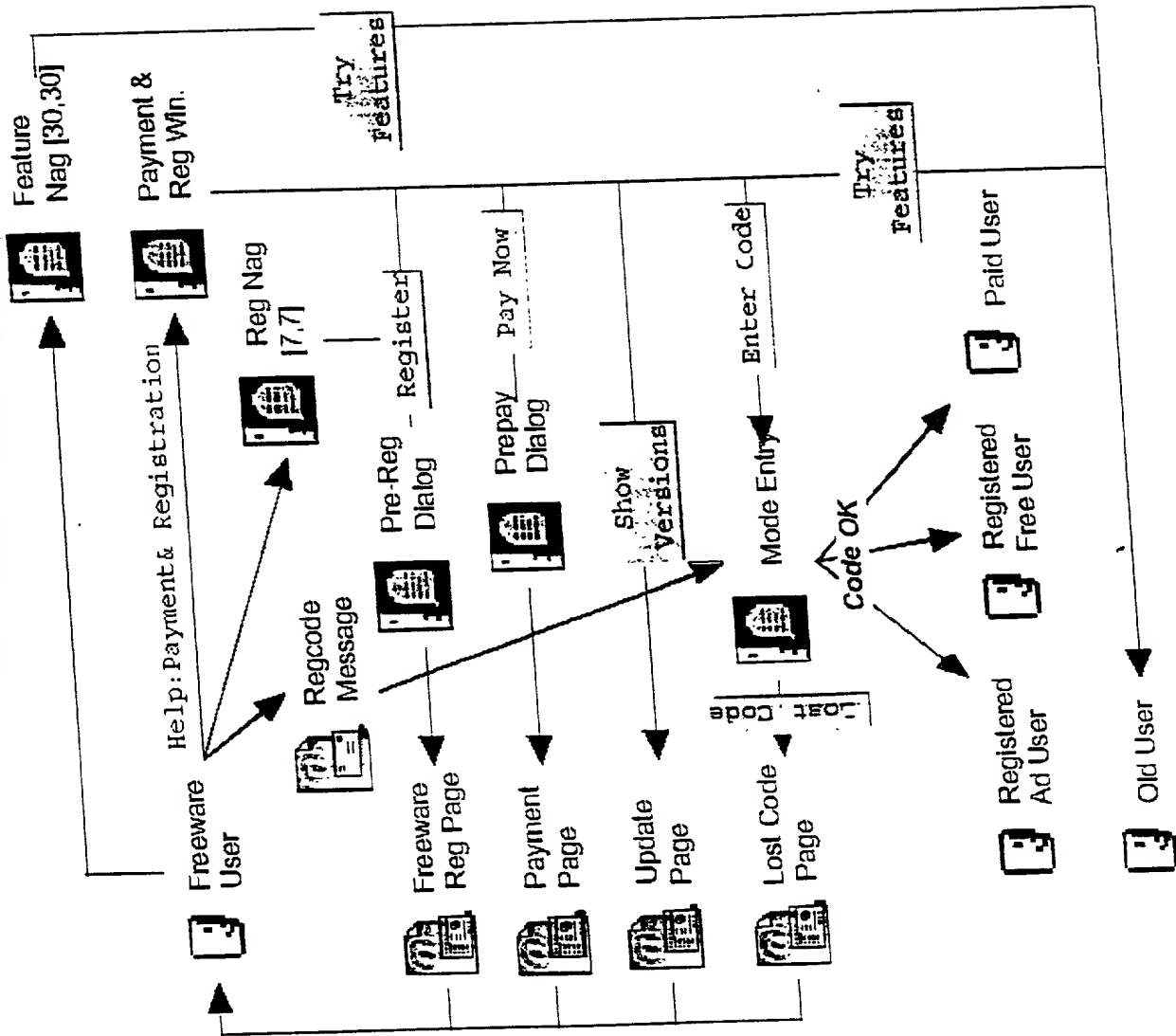48925-89A2-B1149

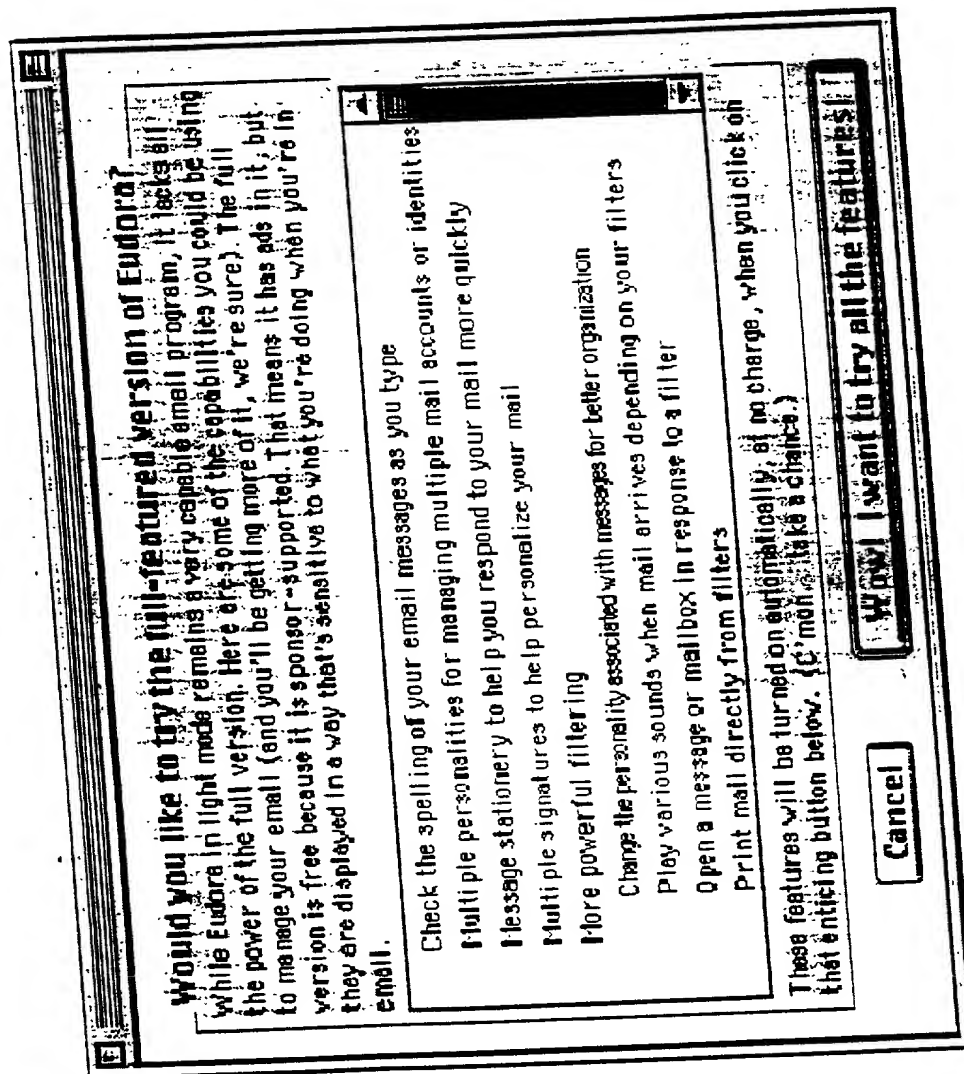I Lost the Code   Cancel   OK
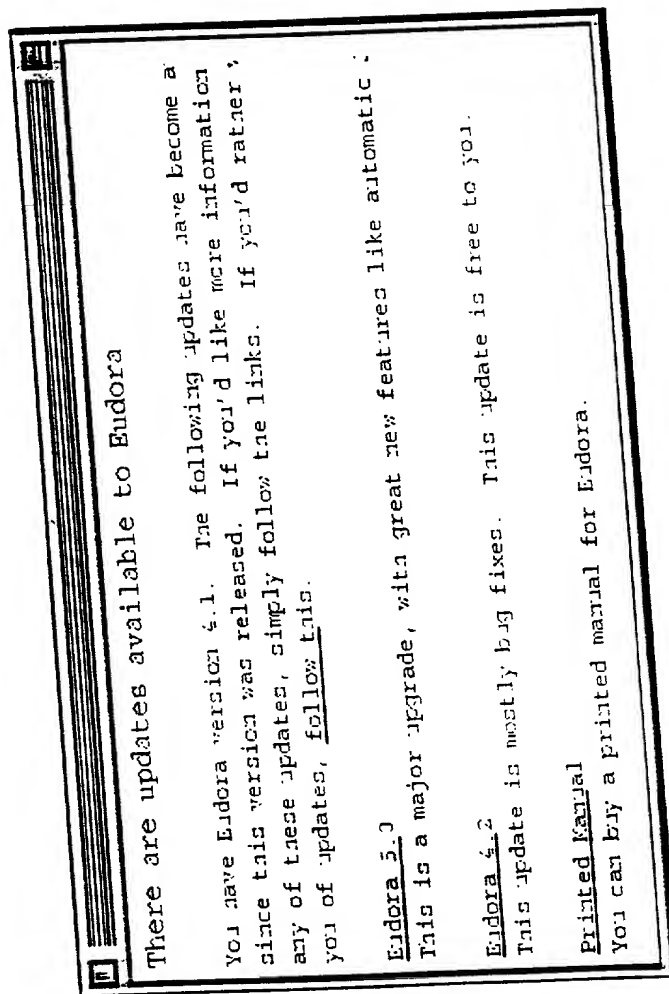
Fig. 5F

Do you really want to switch to the light version of Eudora?

While Eudora in light mode remains a very capable email client, it lacks the power of the full version. Here are some of the features you would be giving up, with checkmarks next to the ones you're using now:

✓ Check the spelling of your email messages as you type

✓ Multiple personalities for managing multiple mail accounts or identities

Message stationery to help you respond to your mail more quickly

Multiple signatures to help personalize your mail

✓ More powerful filtering

Change the personality associated with messages for better organization

✓ Play various sounds when mail arrives depending on your filters

Open a message or mailbox in response to a filter

Print mail directly from filters

You can continue to enjoy the time-saving power of these features, at no charge, simply by leaving Eudora in sponsored mode. If you really want to make the ads go away but keep Eudora's full capabilities, hit "Cancel" and then select "Full Version (costs money, no ads)."

[Cancel]   [Reduced Features]

Fig. 5G

Feature Nag [30,30]

Payment & Reg Wn.

Help:Payment& Registration

Reg Nag [7,7]

Pre-Reg Dialog — Register

Prepay — Pay Now
Dialog

Regcode Message

Show Versions

Enter Code

Mode Entry

Try Features

Try Features

Paid User

Freeware User

Freeware Reg Page

Payment Page

Update Page

Lost Code Page

Lost Code

Code OK

Registered Free User

Registered Ad User

Old User

Fig. 6A

Would you like to try the full-featured version of Eudora?

While Eudora in light mode remains a very capable email program, it lacks all the power of the full version. Here are some of the capabilities you could be using to manage your email (and you'll be getting more of it, we're sure). The full version is free because it is sponsor-supported. That means it has ads in it, but they are displayed in a way that's sensitive to what you're doing when you're in email.

Check the spelling of your email messages as you type
Multiple personalities for managing multiple mail accounts or identities
Message stationery to help you respond to your mail more quickly
Multiple signatures to help personalize your mail
More powerful filtering
Change the personality associated with messages for better organization
Play various sounds when mail arrives depending on your filters
Open a message or mailbox in response to a filter
Print mail directly from filters

These features will be turned on automatically, at no charge, when you click on that enticing button below. (C'mon, take a chance.)

Cancel   Wow! I want to try all the features!

Fig. 6B

There are updates available to Eudora

You have Eudora version 4.1. The following updates have become a
since this version was released. If you'd like more information
any of these updates, simply follow the links. If you'd rather,
you of updates, follow this.

Eudora 5.0
This is a major upgrade, with great new features like automatic

Eudora 4.2
This update is mostly bug fixes. This update is free to you.

Printed Manual
You can buy a printed manual for Eudora.

Fig. 7B

Payment &
Reg Win.

Help:Payment & Registration

Reg Nag
[7,7]

Register

Pre-Reg
Dialog

Box User

Box Reg
Page

Update
Page

Lost Code
Page

Update
Verify Code

Code Entry —— Enter Code

Code OK

Paid User

Regcode
Message

Fig. 8

Fig. 9

User Clicks Fresh Meat

① In

Nag1 Needed

② New Nag1
In

Fresh Meat Gets Mail

③ New Nag1
Fresh Meat
In

④ Fresh Meat
Nag1
In

More Meat Gets Mail

⑤ More Meat
Fresh Meat
Nag1
In

Fig. 10

Apple Computer   Wed, Sep 1, 1999, 4:48 PM

ftp.qualcomm.com/eudora   Today, 11:26 AM

Qualcomm Store   Wed, Sep 1, 1999, 4:48 PM

Mac OS Rumors   ASAP!

mdudzik@qualcomm.com   Today, 11:23 AM

www.qualcomm...ores/produ...   Wed, Sep 1, 1999, 4:48 PM

www.eudora.com   Attempted

View   Remove

Fig. 12A

You Can't Get There From Here

You're not connected to the Internet now. Help me cope.
You're not connected to the Internet now, record a bookmark for la
connect you and visit the site, record a bookmark for
remind you to visit it next time you are connected.

Visit Now

Bookmark

RemindMe

Connect to the Internet and visit t

Bookmark this site to visit 1

Bookmark the site, and remind you
you're connected to the Inter

☐ **Remember your choice for next time**

Fig. 12B

Fig. 13A

Summary	
Average Connect Speed, Kbps	28.8
Average DL Size, Kbytes	9.2
Number of Users	8,000,000
Number of Hours Running /Users	2
Number of Switches Per User Per Hour	2
Playlist Entry Size, Bytes	500

Fig. 13A

Fig. 13B

Implications					By Users		By Users Playlist
# of New Users Per h Seconds	Ads Per h Seconds	Ads Added Per Bandwidth	Ads Added Per Bandwidth, Kbps	Connection Bandwidth 100,000 users, Kbps	Connection Bandwidth 100,000 users, Kbps		
Day	Ads	Checks					
10	15	10	101	13	1.7	3.6	5	0	1
20	52	13	135	1.7	4.8		7	0.1
25	65			2.5	6.0			
30	78	19	202	2.9	7.2	11	0	1
35	90	23	235		8.4	12	0	2

Fig. 13B

302

302'

303

adserver.eudora.com

Playlist Server

Ad Server

PlayList Request

PlayList

Ad URL

Ad

Client

Client

Client

100a

Time

Fig. 14

```
/////////////////////////////////////
// Main ad scheduler
ScheduleMain
{
// Has a new day dawned?
Do CheckForNewDay
// Are we are within the current ad's showFor?
if ( ad.thisShowTime < ad.showFor )
{
// there is nothing to be done
return
}
// At this point, we know that we need a new ad
// Perform housekeeping tasks on the old one
Do AdEndBookkeeping
// Pop out of a block if all ads on par
if ( block isn't all playlists )
{
find ad with minimum ad.numberShown
if ( ad.numberShown >= blockGoal )
set block to all playlists
}
// If we are over our quota of regular ads for the day,
// look for a runout
if ( adFaceTimeToday > faceTimeQuota )
{
Do ShowARunout
}
else
{
Do ShowARegularAd
}
}
// end ad schedule main
```

Fig. 15A

```
//////////////////////////////////////
// We must perform certain tasks when the calendar day
changes.
CheckForNewDay
{if ( the calendar day has changed )
{
// Perform housekeeping tasks on the ad currently showing
Do StopShowingCurrentAd
// Runout ads are charged for a full showFor if they've been
shown
// at all on a given day. Charge any runout ads if they've
been
// shown at all.
for runout ads
{
if ( ad.thisShowTime > 0 )
{
ad.totalTimeShown += ad.showFor
ad.thisShowTime = 0
}
}
// Now, reset the counters for all ads to reflect the fact
that
// a new day has dawned.
for all ads
{
ad.numberShownToday = 0
}
// Record yesterday's facetime
// Might not literally be yesterday, be sure to use
// whatever day the app was last run on
set old current day's facetime to totalFaceTimeToday
// and reset our global regular ad facetime counter
adFaceTimeToday = 0
totalFaceTimeToday = 0
// if we were in a block, back out
set block to all playlists
}
}
// end CheckForNewDay
```

Fig. 15B

```
//////////////////////////////////////
// This function shows a runout ad, and if it
// can't find one, goes to a rerun
ShowARunout
{
for runout ads
{
// has the ad been flushed?
if ( ad.flushed )
try next ad
// are we done showing this runout today?
if ( ad.numberShownToday > ad.dayMax )
try next ad // this one's used up for the day
// are we done showing this runout for ever and ever?
if ( ad.shownFor > ad.showForMax )
try next runout ad // this one's used up forever
// are we between the ad's start and end dates?
if ( ad.startDate < the current date < ad.endDate )
try next runout ad
// the ad is not supposed to run today
// do we actually HAVE the ad?
if ( ad has not been downloaded )
{
ask for ad to be downloaded
try next ad
}
// ok, we believe we should show this runout
// we are now in runout state
Do ShowAnAd
return
}
// if we haven't found a runout ad, we will go to "rerun"
state
Do ShowARerun
}
// end ShowARunout
```

Fig. 15C

```
//////////////////////////////////////
// Rerun state. Look for a regular ad to rerun
ShowARerun
{
for regular ads [ in current block ]
{
// has the ad been flushed?
if ( ad.flushed )
try next ad
// is this ad recent enough to rerun?
if ( ad.lastShownDate is older than returnInterval )
try next ad
// this one is too old to rerun
// if in block, show ads only if it's their "turn"
if ( ad.numberShownToday >= blockGoal )
try next ad // need to find a friend in this block
// are we between the ad's start and end dates?
if ( ad.startDate < the current date < ad.endDate )
try next ad
// the ad is not supposed to run today
// do we actually HAVE the ad?
if ( ad has not been downloaded )
{
ask for ad to be downloaded
try next ad
}
// ok, at this point we can show this ad, but because
// we're in rerun, we don't keep the books
Do ShowAnAd
return
}
// if we get here, we have no ads to show. Punt.
return
}
// end ShowARerun
```

Fig. 15D

```
/////////////////////////////////////
// Show a regular ad
ShowARegularAd
{
for regular ads [ in current block ]
{
// has the ad been flushed?
if ( ad.flushed )
try next ad
// are we done showing this ad today?
if ( ad.numberShownToday > ad.dayMax )
try next ad // this one's used up for the day
// if in block, show ads only if it's their "turn"
if ( ad.numberShownToday >= blockGoal )
try next ad // need to find a friend in this block
// are we done showing this ad for ever and ever?
if ( ad.shownFor > ad.showForMax )
try next ad // this one's used up forever
// are we between the ad's start and end dates?
if ( ad.startDate < the current date < ad.endDate )
try next ad
// the ad is not supposed to run today
// do we actually HAVE the ad?
if ( ad has not been downloaded )
{
ask for ad to be downloaded
try next ad
}
// ok, we believe we should show this ad
// we are now in regular state
Do ShowAnAd
return
}
// If we get here, we have failed to find a regular
// ad. Go to runout
Do ShowARunout
}
// end ShowARegularAd
```

Fig. 15E

```
///////////////////////////////////////
// Perform necessary housekeeping when we're taking
// down an ad
AdEndBookkeeping
{
// In rerun state, we don't do any bookkeeping
if ( in RerunState )
return
// Account for at most ad.showFor seconds, provided
// we've shown the ad for at least ad.showFor seconds
// Note that this means we don't charge for time beyond
// ad.showFor seconds, which is important
if ( ad.thisShowTime >= ad.showFor )
{
ad.numberShownToday += ad.showFor
ad.shownFor++
// we do NOT reset thisShowTime here, we do it in
// AdStartBookkeeping. It actually doesn't matter where
// we do it, provided we are careful NOT to do it for
// runout ads.
}
}
// end AdEndBookkeeping
```

Fig. 15F

```
//////////////////////////////////////
// Show an ad, including bookkeeping and block handling
ShowAnAd
{
// If the ad is in a block, notice that
if ( it's in a "block" playlist )
{
if ( not currently in a block )
{
find ad in block with minimum numberShown
make that our ad
set blockGoal to minimum numberShown+1
}
set current block to this playlist
}
// now do bookkeeping
Do AdStartBookkeeping
// and actually show it
Do DisplayThatAd
}
```

Fig. 15G

```
/////////////////////////////////////
// Perform housekeeping when we put up an ad
AdStartBookkeeping
{
// In rerun state, we don't do any bookkeeping
if ( in RerunState )
return
// For regular ads
if ( it's a regular ad )
{
ad.thisShowTime = 0
ad.lastShownDate = now
}
}
// end AdStartBookkeeping
```

Fig. 15H

Persistent Ads

PlayList Request

faceTime   Used to determine how much advertising to send to client

faceTimeLeft   Not used

PlayList Response   ClientInfo

reqInterval   Relatively large: one or more days

flush   Used. Single playlist completely specifies list of ads client should have

PlayList Response   Scheduling   Parameters

showForMax   Not used

Fig. 16A

Short-Lived Ads

PlayList Request

faceTime   Not used

faceTimeLeft   Used to determine how many ads client should receive

PlayList Response   ClientInfo

reqInterval   Not used. Instead client requests new playlist whenever ads "run low"

flush   Not used

PlayList Response   Scheduling   Parameters

showForMax   Used to determine how long an ad runs

Fig. 16B

Eudora doesn't seem to be getting ads.

For some reason, Eudora is unable to download new ads. Downloading and displaying ads is a requirement for the free full-featured version of Eudora. Please visit the Eudora web site for information about how to resume getting ads.

Invalid HTTP request (Error code: 503)

If ad downloading continues to fail, Eudora will eventually revert to the Light version which is less powerful.

Take me to the Eudora web site

Fig. 17A

Something seems to be covering the ad.

It's probably inadvertent, but Eudora has determined that you are covering up all or a significant portion of an ad. The software is designed to notify you when this happens in the hopes that you will stop covering up the ad. If you don't, this window will keep popping up (which you will probably find quite annoying).

We've always got some good stuff under development back at the home office, and it's the advertising in Eudora that enables us to continue to develop the software while providing it to you for free. We've worked hard to make sure the advertising isn't annoying and we genuinely hope that you are not deliberately trying to cover the ads because they're bothering you. Of course, you can choose to pay us for Eudora by choosing "Payment & Registration" from the "Help" menu and clicking on "Paid Full Version." Or you can remove whatever is obscuring the ad.

OK

Fig. 17B

Eudora will now revert to a less powerful version.

Eudora has been unable to download ads for quite some time and will now revert to a less powerful version. If you would like more information about why Eudora's features are being reduced at this time, please visit the Eudora web site. You will find information there about how the full-featured version can be reactivated.

We're sorry for this inconvenience.

| Take me to the Eudora web site | Sad[y] OK... |

Fig. 17C

We'd like to know how you use Eudora. It's important that we know how, in order to make Eudora work as well as possible. Looks like it's your turn. In order to make Eudora work for this information at random. Looks like it's your turn. We ask users for this information at random. Looks like "Generate Info" below people use it. We ask users for this way, all you have to do is click "Generate Info" below. If you're open to helping us this way, all you have to do is click "Generate Info" below, and a message will be created. You can review the contents of the message if you like, and then send it to us or not -- that's up to you.

We value our privacy; we're pretty sure you value yours. So we want you to know what we'll be collecting and give you a chance to eliminate anything you don't want to send. Simply uncheck the boxes next to any information you'd rather not send.

Please understand that as soon as we receive your email, we will throw away the headers that identify the mail as coming from you. You see, we don't actually need to know who you are to find your information helpful. So we promise to protect your privacy and turn you into "just a number." :-)

It's OK to transmit statistics regarding:

☑ Your demographic data   ☑ Your Net/Eudora usage
☑ Advertisement information   ☑ Eudora features you use
☑ Non-personal settings

[Cancel]   [Generate Info]

Fig. 18A

Page	action	Applicable Query Parts															
		platform	product	version	distributiorll	mode	realname	email	regfirst	reglast	regcode	oldReg	regLevel	profile	url	adid	topic
Payment	pay	X	X	X	X	X	X	X	X	X	X	X					
Freeware Registration	register-free	X	X	X	X	X	X	X	X	X	X						
Adware Registration	register-ad	X	X	X	X	X	X	X	X	X	X						
Box Registrations	register-box	X	X	X	X	X	X	X	X	X	X						
Lost Code	lostcode	X	X	X	X	X			X	X	X	X					
Update	update	X	X	X	X	X											
Pro Update	proupdate	X	X	X	X	X											
Archived	archived	X	X	X	X	X								X			
Profile	profile	X	X	X	X	X	X	X	X								
Introduction	intro	X	X	X	X	X							X				
Support	n/a												X				
QuickTime Missing	support	X	X	X	X	X	X	X	X	X	X	X					no-qt
Ad Failure	support	X	X	X	X												ad-fai
Tutorial	support	X	X	X	X				X	X	X	X					tutor
FAQ	support	X	X	X	X				X	X	X	X					faq
Light Users	support	X	X	X	X						X	X					light
Search Support	support	X	X	X	X				X	X	X	X					search
Newsgroups	support	X	X	X	X				X	X	X	X					usenet

Fig. 19

«Interface»
XMLTag

#tag : String
#attr : AttributeListImpl
#ch : StringBuffer

+XMLWrite()
+XMLStartElement()
+XMLEndElement()

«utility»
XMLClientUpdateResponse

+clientInfo : XMLClientInfo
+fault : XMLFault
+playLists : XMLPlayLists

+XMLWrite()

«utility»
XMLPlayLists

+clickBase : XMLTag
+mixAlgo. : XMLTag

+XMLWrite()

«utility»
XMLClientInfo

+flush : XMLTag
+height : XMLTag
+hisLength : XMLTag

+XMLWrite()

«utility»
XMLEntry

+adId : XMLTag
+blackBefore : XMLTag
+blackAfter : XMLTag
+ShowFor : XMLTag

+XMLWrite()

«utility»
XMLFault

+faultCode : XMLTag
+FaultString : XMLTag

+XMLWrite()

«utility»
XMLClientUpdate

+distributerId : XMLTag
+faceTime : XMLTag
+faceTimeLeft : XMLTag

Fig. 20

The list of available ads advantageously can be built from the following query:

```
ads = dbCon.prepareStatement("SELECT * FROM ads WHERE StartDate <= today AND endDate >= today + 30 AND
AdType = "I" AND AdStatus = "A" AND ImpressionsServed < Impressions ORDERD BY ImpressionsServed ASC);

run out ads = dbCon.prepareStatement("SELECT * FROM ads WHERE StartDate <= today AND endDate >= today +
30 AND AdType = "R" AND AdStatus = "A" AND ImpressionsServed < Impressions ORDERD BY ImpressionsServed
ASC);
```

The time required to deliver the ads advantageously can be calculated in the following manner.

face time left for today [seconds] = faceTime[today] – faceTimeUsedToday

(Comment: Face time left for today is the number of secondes the servlet can use to deliver special ads today.)

predict face time [seconds] = SUM(faceTime[tomorrow], faceTime[tomorrow + 1], ..., faceTime[tomorrow + reqInterval]
)

(Comment: Predict face time is the number of seconds the servlet predicts the user is going to have.)

goal show time left [seconds] = predict face time – faceTimeLeft

(Comment: Goal show time left is the number of seconds that the software provider needs to fill with ads.)

Fig. 21A

```
$   Targeting
        while ( face time left for today ) {
            if ad is not in the history {
                select ad [according to target = today]
                    face time left for today -= ad.showFor
            }
            next ad
    }

while ( Goal show time left ) {
        if ad is not in the history {
            select ad [according to target]
                goal show time left -= ad.showFor
        }
        next ad
}

Default values:
    reqInterval = 1 day.
    facetime = 30 minutes
    faceTimeQuota is ?
    histLength = 31 days
```
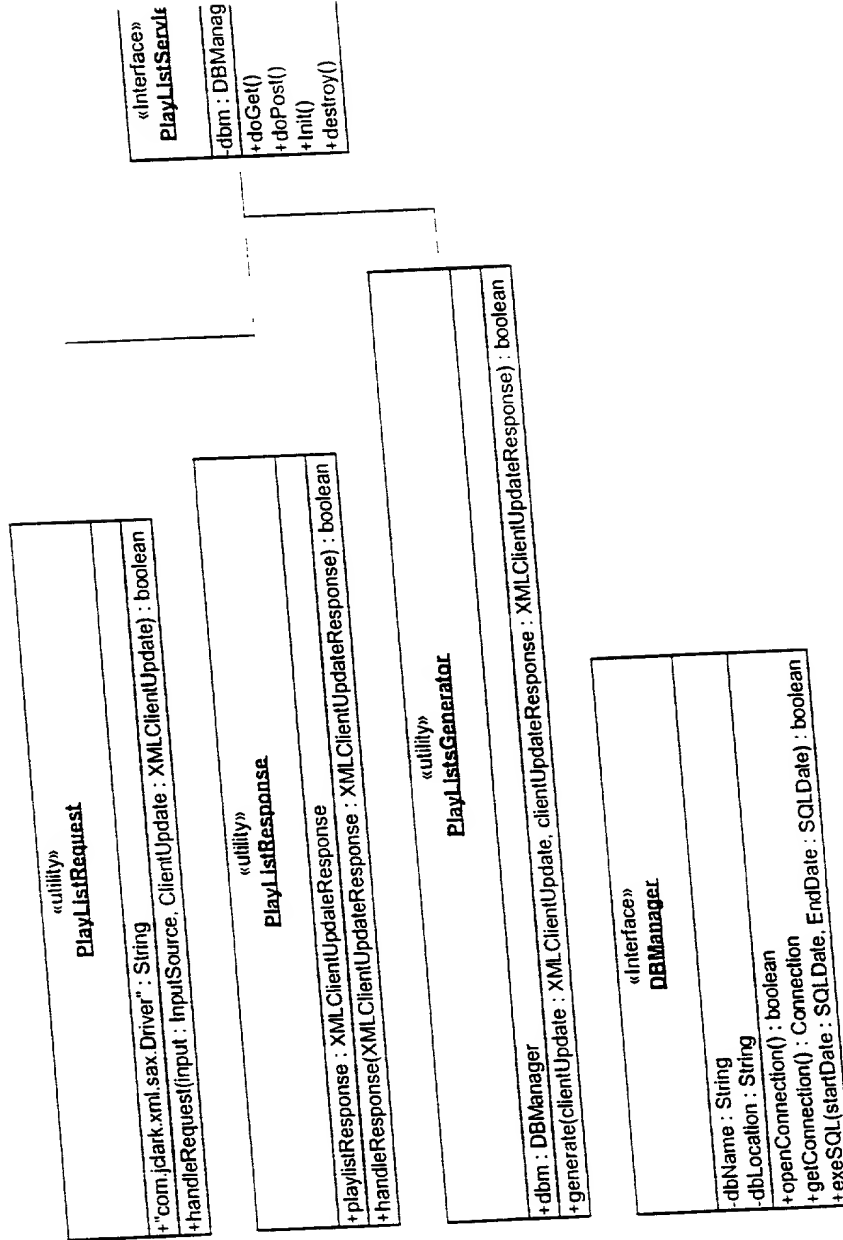
Fig. 21B

«utility»
PlayListRequest

+"com.jclark.xml.sax.Driver" : String
+handleRequest(input : InputSource, ClientUpdate : XMLClientUpdate) : boolean

---

«utility»
PlayListResponse

+playlistResponse : XMLClientUpdateResponse
+handleResponse(XMLClientUpdateResponse : XMLClientUpdateResponse) : boolean

---

«utility»
PlayListsGenerator

+dbm : DBManager
+generate(clientUpdate : XMLClientUpdate, clientUpdateResponse : XMLClientUpdateResponse) : boolean

---

«Interface»
DBManager

-dbName : String
-dbLocation : String
+openConnection() : boolean
+getConnection() : Connection
+exeSQL(startDate : SQLDate, EndDate : SQLDate) : boolean

«Interface»
PlayListServle

-dbm : DBManag
+doGet()
+doPost()
+Init()
+destroy()

Fig. 22

Play List Servlet Main Thread

flow direction →

| XML Parse Request |

lunch thread

| Select from ADS where ... |

| Decision / Filter / Targeting |

lunch thread

| Generate XML Response |

JDBC

SQL Database

Create Thread
for logging the
request information

store in table the
clinet request
information

Create Thread for logging
the response information

store in table the
response
information

Create Thread for updating in the ADS
table number of impression served

update impressions
served

Fig. 23